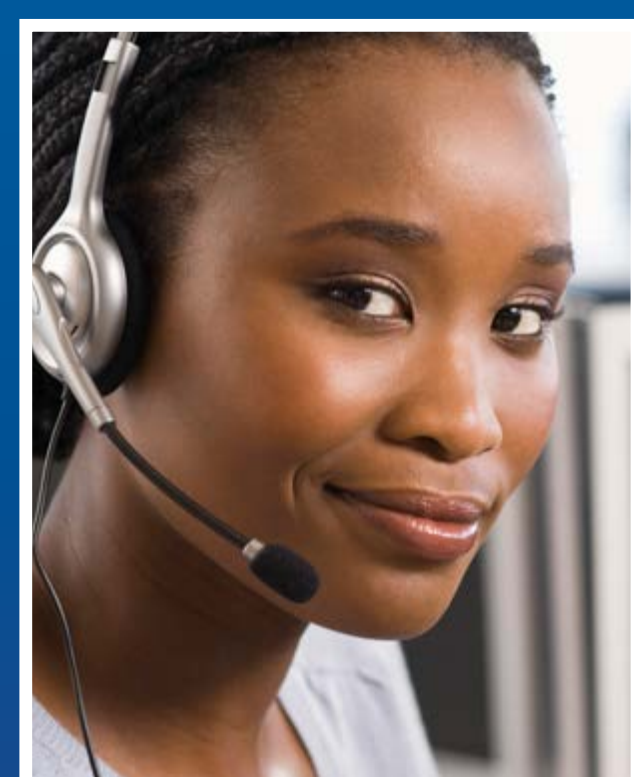




# Need help with **MEDICAID?**



“I couldn’t get my medication. The office helped me that same day and then checked back to see if the problems were straightened out.”



## The Ombudsman can:

- ✓ Research your problem.
- ✓ Help resolve your complaints about Medicaid services.
- ✓ Explain your rights.
- ✓ Finds answers to your questions.
- ✓ Give you information so you can advocate for yourself.

The **Office of Ombudsman** helps people who use Medicaid resolve problems.

**Toll free:**

**866-566-8989**

8 – 5 p.m., Monday to Friday

Our services are **FREE**.



## To File a Complaint:



Talk with the Medicaid health plan about your question or concern.



If the problem is not resolved, then call the Office of the Ombudsman.

**We stay neutral as we address complaints.**